Customer Service Report for the Network Branch

For the period: Tuesday, January 01, 2008 12:00:00 AM to Thursday, January 31, 2008 11:59:59 PM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Accounts											
Access/Login	7	0	0	8	0	0	1	1	0	13	3
Deactivate/Close	1	0	0	246	0	0	0	246	0	1	0
General Info	1	0	0	0	0	0	0	1	0	0	3
Password Reset	4	0	0	0	0	0	0	3	0	1	6
Register/Open	2	0	0	361	0	0	0	357	0	6	0
Workstation/Add	0	0	0	17	0	0	0	0	0	17	0
Workstation/Remove	0	0	0	2	0	0	0	0	0	2	0
Application Support											
COTS-InternetExp-Troubleshoot	1	0	0	0	0	0	1	0	0	0	0
COTS/CITRIX-Install/Uninstall	0	0	0	6	0	0	0	0	0	6	0
Back Office Support											
Active Directory	0	0	0	5	0	0	0	1	0	4	2
Backup/Restore	0	0	0	1	0	0	0	0	0	1	0
Configuration	1	0	0	0	0	0	0	0	0	1	13

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Permissions/Shares	23	0	0	1	0	0	0	4	0	20	8
CIT Categories											
LISTSERV	73	0	0	0	1	0	1	69	0	2	16
Connectivity											
Connect Direct	1	0	0	0	0	0	0	0	0	1	3
General Info	4	0	0	1	0	0	0	1	0	4	4
iPass	1	0	0	0	0	0	0	0	0	1	10
TCP/IP	11	0	0	5	0	0	1	4	0	11	4
Email											
Exchange Email	0	0	0	2	0	0	1	0	0	1	0
MS Outlook	9	0	0	5	0	0	0	3	0	11	4
Outlook Express	0	0	0	1	0	0	0	0	0	1	10
Outlook Web Access (OWA)	0	0	0	1	0	0	0	0	0	1	0
Hardware											
Printers/Troubleshoot	1	0	0	0	0	0	0	0	0	1	20
Servers/Troubleshoot	1	0	0	0	1	0	0	0	0	0	0

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Local LAN											
LocalLAN/Connectivity	24	0	0	11	1	0	2	4	0	28	12
LocalLAN/General Info	0	0	0	1	0	0	0	0	0	1	5
LocalLAN/Upgrade	0	0	0	2	0	0	2	0	0	0	0
NIHnet											
Chronic-DMZ	0	1	0	0	0	0	0	0	1	0	0
Chronic-FACnet	0	1	0	0	0	0	0	0	1	0	5
Chronic-Other	0	1	0	0	0	0	0	0	1	0	10
Closet Access-LAN	14	1	0	1	0	0	0	0	14	2	6
HazCon-Access	0	2	0	0	0	1	0	0	0	1	0
HazCon-Distribution	0	2	0	0	0	1	0	0	1	0	2
HazCon-FACnet	0	1	0	0	0	1	0	0	0	0	0
HazCon-Other	0	7	0	0	0	1	1	0	4	1	0
HazCon-Remote Access VPN	0	1	0	0	0	1	0	0	0	0	0
HazCon-Wireless	0	1	0	0	0	1	0	0	0	0	0
Impairment-Access	6	5	0	0	0	1	2	2	4	2	3

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Impairment-Distribution	0	1	0	0	0	0	0	0	1	0	61
Impairment-FACnet	0	2	0	0	0	2	0	0	0	0	0
Impairment-NIH Customer	1	2	0	1	0	0	1	0	1	2	2
Impairment-OpDiv	0	1	0	0	0	0	0	0	0	1	0
Impairment-Other	3	2	0	0	0	1	1	0	3	0	15
Impairment-Remote Access VPN	0	1	0	0	0	0	0	0	1	0	0
Impairment-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Impairment-Wireless	1	1	0	0	0	0	0	0	1	1	8
Inquiry	13	16	0	2	0	1	2	8	18	2	7
Maintenance-Access	2	1	0	5	0	0	5	0	2	1	1
Maintenance-Core	0	2	0	0	0	2	0	0	0	0	0
Maintenance-Distribution	1	1	0	2	0	0	1	1	1	1	2
Maintenance-DMZ	0	2	0	0	0	0	0	0	2	0	0
Maintenance-Facilities Other	1	0	0	1	0	0	1	1	0	0	6

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Maintenance-Facilities Power	25	2	0	0	8	6	0	7	6	0	4
Maintenance-FACnet	0	1	0	0	0	1	0	0	0	0	0
Maintenance-NIH Customer	0	1	0	3	0	0	1	0	1	2	0
Maintenance-Other	17	6	0	1	4	3	1	13	3	0	6
Maintenance-Remote Access VPN	0	2	0	0	0	2	0	0	0	0	0
Maintenance-Sterling CIT Data Center	0	3	0	0	0	2	0	0	1	0	0
Maintenance-Wireless	1	0	0	1	1	0	0	0	0	1	0
Network NMS-Device Config Backup	0	8	0	0	0	4	0	0	4	0	0
Network NMS-NMS Element Manage	0	16	0	1	0	2	1	0	0	14	1
Network NMS-NMS Element Un-manage	0	8	0	0	0	0	0	0	1	7	1
Network Sec-Firewall	6	4	0	23	0	0	6	1	4	22	2
Network Sec-Other	0	23	0	1	0	0	0	0	22	2	3
Network Sec-Router ACL	0	2	0	1	0	0	0	0	2	1	0

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Outage-Access	2	3	0	0	0	0	0	1	4	0	6
Outage-Core	0	1	0	0	0	0	0	0	1	0	5
Outage-FACnet	1	19	0	0	0	3	0	0	17	0	0
Outage-NIH Customer	0	2	0	0	0	1	0	0	1	0	0
Outage-OpDiv	0	3	0	0	0	1	0	0	2	0	0
Outage-Other	6	2	0	0	1	0	0	4	3	0	7
Outage-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Wireless	0	16	0	1	0	2	0	0	15	0	2
Server Support-DNS	9	1	0	4	0	0	1	4	0	9	9
Server Support-Other	5	0	0	1	0	0	0	0	1	5	5
Server Support-Server Admin	4	0	0	1	0	0	1	1	0	3	6
Server Support-TACACS	0	1	0	1	0	1	0	0	0	1	0
Service Prov-Access	6	0	0	0	0	0	1	0	1	4	4
Service Prov-Bldg 12 Data Center	0	0	0	3	0	0	1	0	0	2	0
Service Prov-DMZ	1	0	0	0	0	0	0	1	0	0	5

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Service Prov-FACnet	0	1	0	0	0	0	1	0	0	0	0
Service Prov-IP Address Admin	27	0	0	1	0	0	6	3	0	19	4
Service Prov-Other	11	1	0	2	0	0	1	0	7	6	6
Service Prov-Port Add	62	1	0	13	0	7	6	2	27	34	6
Service Prov-Port Change	25	0	0	2	0	0	3	1	7	16	11
Service Prov-Port Move	4	0	0	0	0	0	1	0	1	2	4
Service Prov-Remote Access Parachute	3	0	0	0	0	0	0	2	0	1	6
Service Prov-Remote Access VPN	14	0	0	1	1	0	2	4	0	8	7
Service Prov-Wireless	2	0	0	1	0	0	2	0	0	1	1
Pubs											
General Information	1	0	0	0	0	0	0	1	0	0	2
Security											
Security Awareness Training	3	0	0	0	0	0	0	2	0	1	9
Unix Support											

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Unix Support	0	0	0	2	0	0	0	0	0	2	0
Web Site Issue (non-CIT)											
Inaccessible	7	0	0	0	0	0	0	5	0	2	5
Wireless Services											
WN/Configuration/Setup	1	0	0	0	0	0	0	0	0	1	2
WN/Request	1	0	0	0	0	0	0	0	0	1	3
WN/Troubleshoot	3	0	0	0	0	0	0	0	0	3	5
Grand Total:	454	184	0	752	18	48	58	758	189	319	3

Total Tickets Closed:	**1266**
Total Tickets Assigned/Pending/Checked Out:	**124**
Total Tickets Created:	**1390**